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# ReSources



## Meet Maria Pinal: Mother, Grandmother, and Recycling Worker

Maria Pinal is up at 4:00 a.m. and is at work before 5:00 a.m. She lives in San José, so her commute is short. She gets dressed, does her makeup, and puts on a colorful scarf. She could be your neighbor leaving for work. You may never guess that she is getting ready to start her shift as a sorter at California Waste Solution's (CWS) Material Recovery Facility in San José.

It's a gritty, industrial work environment. Maria gets to work early everyday so she has time to put on her protective gear, and cover her hair with her scarf and hard hat. Throughout the day, trucks unload recyclables they collect from San José homes onto the tipping floor where your recyclables begin the sorting process.

Maria is one of 25 sorters who work side-by-side, like cannery workers did in the past. Sorters rotate positions so they are not always doing the same things. Maria's focus is on hand sorting materials by type into large shipping containers. "As a sorter, you really have to concentrate. You want to capture all of the recyclable items, and get rid of as much of the garbage that comes up through the line as possible. You have to always look ahead and remove anything that looks bad," said Maria.

After 11 years with CWS, the one thing Maria wants everyone to know is, "It's important for everyone to take personal responsibility for recycling right, and not to put garbage in the recycling. This would help all of us on the sorting line be safe and do a better job."

Wet wastes, such as food, liquids, and diapers improperly placed in a recycling bin are items the sorters have to remove by hand. "Wet wastes pour like paint onto recyclables, especially the paper. It's impossible to get out and can

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## Important Holiday Collection Schedule Changes

Your collection day may be different this 2013 Holiday Season.



**Thanksgiving** – If your usual collection or street sweeping day falls on Thursday, Nov. 28, your collection or street sweep will take place on Friday, Nov. 29. If Friday is your usual collection or sweep day, it will shift to Saturday during Thanksgiving week.

**Christmas and New Year's Day** — This year, both holidays fall on a Wednesday, and there will be a one-day delay for collection and street sweeping for Wednesday through

Friday during those weeks. If your usual collection day is Wednesday, it will move to Thursday. If it is on Thursday, it will take place on Friday, and so forth for the rest of that week.

You can find your normal collection day online at [sanjoseca.gov/lookup](http://sanjoseca.gov/lookup)

## Tour a Materials Recycling Facility

On this tour, you will see how workers hand sort large volumes of recyclables after they are collected at the curbside. These tours are good for small groups and students.

Sign up at [calwaste.com](http://calwaste.com) or [greenteam.com](http://greenteam.com)



## Recycle Your Holiday Tree

San José's yard trimmings collection company, GreenWaste Recovery, will collect your holiday trees curbside between Thursday, December 26, 2013 and Friday, January 31, 2014 for recycling. Natural or flocked trees are accepted. Please remove the stands, tinsel, and decorations. Trees must be cut into 5-foot pieces or shorter and set out by 6:00 a.m.



## Recycle Plus: Curbside Tips

**Q:** *During the holidays, I have more garbage than will fit in my cart. What do I do with my excess garbage?*

**A:** Buy extra garbage stickers at all libraries, SaveMart, Lucky, and Safeway stores in San José, or at the Customer Service Center on the first floor of San José City Hall. When you purchase a sticker from a San José library, a portion of the sale helps to support library programs. Place extra garbage in a 32-gallon plastic garbage bag with an Extra Garbage Sticker on the curb near the garbage cart.



Also, consider ways to reduce, reuse and recycle at your parties. Food soiled paper plates and cups cannot be recycled. Instead, look for inexpensive plates and utensils that can be cleaned in your dishwasher and reuse them. Provide easy to identify recycling receptacles for guests so they don't put recyclable items in the trash.

**Q:** *What should I do if I receive a non-collection notice, and my recyclables were not collected?*

**A:** If you receive a non-collection notice, your recycling cart has materials that the driver cannot collect such as food, liquids, and diapers or other non-recyclables listed on the notice.

Contamination seriously impacts the quality of the recyclables and defeats our community recycling efforts. Remove the item or items, put them in your garbage cart and set out your clean recyclables for collection next week on your collection day.

To keep your recyclables clean, follow these tips:

- Scrape out remaining food from cans into the garbage
- Pour out all liquid from containers into the sink, except liquid fats and oils — put these in a jar in the garbage
- Put all food and food-contaminated take-out containers and paper wrapping in the garbage
- Make a free appointment at [hhw.org](http://hhw.org) to take household hazardous waste and e-waste to a drop-off

Keeping garbage out of your recycling cart is especially important. Sorters must remove by hand any food scraps or food-contaminated carryout containers placed in the recycling cart. It's costly to remove, and the recyclables that were once clean become unnecessary waste.

Print a copy of the *What to Recycle* reference sheet at [sanjoseca.gov/curbside-recycling](http://sanjoseca.gov/curbside-recycling). For more detailed information about your curbside recycling and garbage collection services, order the Recycling Guide booklet online and we'll mail you a copy.

The City is currently examining carts that receive non-collection notices and determining next steps to prevent contamination of recyclables. Be sure to follow the instructions on the notice. This allows us to efficiently collect everyone's garbage and recycling.

Order the Recycling Guide booklet online:  
[sanjoseca.gov/curbside-recycling](http://sanjoseca.gov/curbside-recycling)

### What goes where?



RECYCLING



### Recycle right!



GARBAGE

## Online Resources

*With these easy online tools, reducing your impact on the environment is just one click away.*

**Catalog Choice** — [sanjose.catalogchoice.org](http://sanjose.catalogchoice.org) Opt out of unwanted store catalogs, phone books, and junk mail.

**Hazardous Waste Recycling and Disposal for Santa Clara County** — [hhw.org](http://hhw.org) Schedule an appointment for a free drop-off of items such as batteries, chemicals, electronics, fluorescent light bulbs, and syringes.

**Collection Day Lookup** — [sanjoseca.gov/lookup](http://sanjoseca.gov/lookup) Find your garbage, recycling, and yard trimmings companies, collection day, street sweeping schedule, and neighborhood cleanup date.



**Receive timely e-mail news and text messages** Sign up with your e-mail address or cell phone number at [sanjoseca.gov/list.aspx](http://sanjoseca.gov/list.aspx). You can receive information on any City-related topic, including the Environment topic. You may also select other topics of interest from this page.



# Billing Changes Are In the Works

If you are a residential property owner, billing for garbage and recycling services will be changing. After careful analysis of costs, staffing, technology and gathering input from the public through an online survey, the City will be moving forward with billing through the Santa Clara County Secured Property Tax Bill.

This means payments will change to two payments per year as part of your property tax instead of six times per year as a direct-mailed bill. Rates are currently about \$360 per year for most households. Instead of paying \$60 every two months, billing will be \$180 twice a year.

The goal for changing the billing model is to create a more efficient process and keep costs low for customers. This model will save a projected \$3.2 million per year, which includes the cost

for upgrading software. This billing model is also consistent with how the City bills for other utility services such as sanitary and stormwater sewer services. The City will continue to notify homeowners in advance of any rate increases for these utility services.

Homeowners can expect to see this change in July 2015. When the change in billing happens, City staff will continue to address billing issues, and you would contact your recycling and waste collection company directly for service issues. The billing for most residents of apartments,

condominiums, and mobile homes will be unchanged.

For more information, please e-mail: [recycleplus@sanjoseca.gov](mailto:recycleplus@sanjoseca.gov).

If you have immediate service or billing questions, see the Contact Us section on the next page to reach the Customer Contact Center.



## Maria Pinal (Continued from page 1)

ruin clean paper, which will end up in a landfill,” says Leticia Jauregui, CWS Environmental Manager.

Maria says it was her destiny to work in the recycling business. Over 20 years ago, she found herself having to support her family. An out-of-control driver hit the car that both her husband and son were in. Her son suffered fatal injuries, while her husband survived and began a long recovery and rehabilitation. Her husband had worked in recycling, and through his connections, she was able to find recycling work.

*“It’s important for everyone to take personal responsibility for recycling right.”*

Today, Maria has six grown daughters, and 16 grandchildren. “Looking back, I am very grateful for my job

in recycling. I look at my home and family and I think, one person’s trash has been a blessing to me.”

Maria Pinal, center, with her husband, daughters and grandchildren.  
From top left: Manuel, Blanca, Cecilia, Graciela and David. From bottom left: Alexander, Gisela, Jesus, Maria, Jesus and Christina.



Like us on Facebook

Receive information on environmentally related public meetings, community events, updates and more. Learn green tips for home and work. Share your thoughts and ideas.

[Facebook.com/BrightGreenSanJose](https://www.facebook.com/BrightGreenSanJose)

In accordance with the Americans with Disabilities Act, City of San José Environmental Services Department materials can be made available upon request in alternative formats, such as Braille, large print, audiotope or computer disk. Requests may be made by calling (408) 535-3500 (voice) or (800) 735-2929 (California Relay Service).

Nếu quý vị cần thông tin tiếng Việt, xin gọi (408) 535-3500.

Para obtener esta información en español, llame al (408) 535-3500.



Attend **FREE** workshops to learn backyard and worm composting basics to create a sustainable garden.

## 2014 Composting Workshops & Bin Sales

### **Super Guadalupe River Run Expo Bin Sale:**

Celebrate healthy living and the great outdoors. Come to the Expo for information about home composting and to buy a compost bin.

**Guadalupe Gardens**  
438 Coleman Ave.  
San José, 95110

Sunday  
8:00 a.m. –  
Noon

February 2

### **Backyard Composting Workshops & Bin Sales:**

Turn your grass, leaves and kitchen scraps into a wonderful soil amendment. Green waste and worm composting will be covered.

**Guadalupe River Park Conservancy Visitor & Education Center**  
438 Coleman Ave.  
San José, 95110

Wednesdays,  
6:00 p.m. –  
8:00 p.m.

March 26  
April 30  
June 25  
July 30

### **Backyard Composting Workshops & Bin Sales:**

(See description above)

**Emma Prusch Park, Meeting Hall**  
647 S. King Rd.  
San José, 95116

Saturdays,  
10:00 a.m. –  
Noon

May 10  
September 20  
(rain or shine)

### **Worm Composting Workshop & Bin Sale:**

Step-by-step fundamentals of composting using red wiggler worms. Create a worm habitat with a worm bin, and use your valuable worm castings.

**Emma Prusch Park, Meeting Hall**  
647 S. King Rd.  
San José, 95116

Saturday,  
10:00 a.m. –  
Noon

June 21  
(rain or shine)

**Workshop space is limited. Register TODAY at [reducewaste.org](http://reducewaste.org) or call the Rotline at (408) 918-4640.**

*Workshops are brought to you by the Recycling and Waste Reduction Commission of Santa Clara County and the City of San José.*



## Get Your Compost Bin — Dirt Cheap

Compost bins are sold at all of the above scheduled workshops and bin sales. You do not have to attend the workshop to purchase a bin. San José residents with a valid ID, or Recycle Plus bill and picture ID, can purchase the following bins at a discounted price. Check or cash accepted — NO credit cards.



**Wriggly Wrench**  
Food waste only  
**\$50**

*Note: worms not included.*



**Soil Saver**  
Yard trimmings and food waste  
**\$50**

*The City reserves the right to offer different bin models in the event of a sellout.*

San José residents can also purchase a compost bin throughout the year at the Guadalupe River Park Conservancy Visitor Center, 438 Coleman Avenue, San José, 95110, during their normal business hours, Monday through Friday from 9:00 a.m. – 5:00 p.m. For more information, call (408) 298-7657.

## Contact Us

Your feedback is valuable! Tell us what you think or get answers to your questions:

### **Online:**

[sanjoseca.gov/curbside-recycling](http://sanjoseca.gov/curbside-recycling)

### **E-mail:**

[customerservice@sanjoseca.gov](mailto:customerservice@sanjoseca.gov)

### **Mail:**

Environmental Services Department  
Attn: Recycle Plus  
200 East Santa Clara Street, 10th Floor  
San José, CA 95113

### **Phone:**

**(408) 535-3500**